



# Child Support Magistrate (CSM)

## Magistrate Time Reporting

### Frequently Asked Questions (FAQ)

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#### All Users:

##### What if I need help or have questions?

If you have questions, use the link at the bottom of any screen within Magistrate Time Reporting to contact the ITD Service Desk. The service desk is staffed during the hours of 7 AM to 5 PM, Monday through Friday, but you may submit your request at any time.

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##### Which web browsers work with Magistrate Time Reporting?

Internet Explorer 6.0 or higher is required to use the Magistrate Time Reporting application. JavaScript must be enabled. Other web browsers, such as Firefox, may not function properly.

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**How do I enable JavaScript in my browser?**

The following instructions describe how to enable JavaScript in your browser. If your browser is not listed, please consult its online help pages.

**Internet Explorer (6.0)**

1. Select **Tools** from the top menu.
2. Choose **Internet Options**.
3. Click **Security**.
4. Click **Custom Level**.
5. Scroll down till you see section labeled **Scripting**.
6. Under **Active Scripting**, select **Enable** and click **OK**.

**Internet Explorer (7.0)**

1. Select **Tools > Internet Options**.
2. Click on the **Security** tab.
3. Click the **Custom Level** button.
4. Scroll down to the **Scripting** section.
5. Select **Enable for Active Scripting and Scripting of Java Applets**.
6. Click **OK**.
7. Select **YES** if a box appears to confirm.
8. Click **OK**. Close window.
9. Reload page.

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**Can I use the browser's Back button or any other browser buttons?**

**Do not** use the general web browser options (e.g., Back, Forward, Refresh, etc.). Use the navigation buttons that are provided within the Magistrate Time Reporting application. If you use the general web browser options, your data may not appear as you entered it. **The Back button is not supported in this application.**

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**Do I need to have an email address?**

Each user of Magistrate Time Reporting is required to have an email address as a method of contact.

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**What if I forget my password?**

On the homepage of Magistrate Time Reporting, access "I forgot my password". The system will email a new default password to the email address on file. Locate the new default password in the email and copy/paste it into the Magistrate Time Reporting Log In screen. You may then change your password to something that is easier to remember.

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**What if I keep receiving a message when logging in that my attempts are not successful?**

Follow the steps above for "What if I forgot my password" and try to login again. If your attempts are still unsuccessful, your account may be inactive. Please contact the ITD Service Desk.

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**What if I try to retrieve my password, and receive nothing in my email?**

Contact the ITD Service Desk. It is likely that the email address on file is not correct. Someone will update the email address within your profile and have the new password redelivered.

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**Why did I receive a “page expired” screen?**

If this happens, please use the browser’s Refresh button and check your data. This screen will appear in some situations if you use the web browser’s Back button. In other situations, it will not even take you to the previous screen. **The Back button is not supported in this application.** See the additional information on the [browser’s Back button](#).

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**What characters are not allowed in text fields?**

The Less Than (<) symbol is not allowed in text fields. If you use it, you will receive a server error.

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**Magistrates:****What if I cannot enter my timesheet details?**

Your membership account may not be set to active. Submit an ITD Service Desk Ticket.

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**When I access my timesheet a message displays stating that my timesheet is locked. What should I do?**

If this message is displayed, it means that your timesheet has been pending for more than 63 calendar days. Because of this, it has been locked. To unlock and proceed with completing and submitting the timesheet, contact your program administrator.

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**What if I submit my timesheet and realize that I forgot something or made a mistake?**

After you submit your timesheet, you **cannot** go back and make changes to it. If you realize that you made a mistake or forgot to add something, before it is approved you may contact the district approver and ask them to decline the timesheet. You may then open the declined portions (by district) of a timesheet, make the corrections, and re-submit it. Once it is approved, nothing can be changed within the timesheet.

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**What does it mean if my contract information is different on the Main Menu screen and the Timesheet Main screen?**

The contract information on the Main Menu screen is for the current fiscal year (i.e., July-June). The contract information on the Timesheet Main screen is for the fiscal year in which the timesheet falls. For example, on July 1, 2008 the contract information on the Main Menu screen will be for FY 2009. But if the Child Support Magistrate is working on the timesheet that ends June 30, 2008, the contract information on the Timesheet Main screen will be for FY 2008.

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**Can I print my timesheet?**

Yes, two reports are available for viewing or printing timesheets. You may use the Print Timesheet Detail Report or Print Timesheet Summary Report. For more information, refer to the Magistrate Time Reporting Online Help – the Accessing a Report help topic.

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**Can I use the Tab button to advance through the fields?**

Yes, instead of using your mouse to enter your data in the fields, you may use the Tab button on your keyboard to advance through the fields.

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**What should I do when there is more than one court file number?**

If it's for a hearing, you may enter more than one case number. To enter a case number, type it into the Case field and click Insert. Repeat until all case numbers are entered.

If it's for an order preparation, uncontested order, or motion for review/correct, even if there are multiple case numbers you may only enter **one** case number. Pick one of the case numbers to enter into the Case field. Add the other case numbers in the Comment field for reference.

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**I was supposed to receive an email notification, but I have not received it in my email.**

Check your spam or junk email folder to see if it went into there. If it did, verify that you add the email address to your safe addresses list. If the email is not found in one of those folders, check your email address on the Main Menu and/or submit an ITD Service Desk Ticket. Email notifications that you receive are sent based off yesterday's business.

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**I received an error message that I am missing data in my timesheet. How can I easily find where the data is missing?**

To easily determine where the missing information is located, use the Print Timesheet Detail Report. For more information, see the Magistrate Time Reporting Online Help and refer to the Print Timesheet Detail Report Description help topic.

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